



State Portal Update

IT Oversight Committee
October 28, 2010



Portal Goals and Objectives

- Make it easier for citizens and businesses to obtain information and transact business with State government
 - Leverage “search” for access to information and services
- Mirror store-front approach through which citizens can access State information and services seamlessly and transparently
 - May require some “look and feel” improvements to existing applications
- Obtain operating efficiencies
 - Leverage “content management ” capabilities
 - Some web space/application re-hosting could provide savings

Procurement Approach

Public Private Partnership

The awarded vendor will assume the cost of building and managing the new portal and associated e-government applications.

Convenience Fee for eCommerce Transactions

- The convenience fee would cover the costs of the portal, a portion for the vendor and a portion for the state.
- Desirable that we charge a convenience fee for business to government transactions and not for citizen to government transactions.

Who's who

- Business Owner: DOA/APT
- Technology Support: OSCIO/ITS

Where we are

- Executive Steering Committee: Made up of OSBM, Governor's Office, OSCIO and DOA/APT. This committee will likely be expanded to include wider representation.
- Portal Advisory Committee: Consists of representatives from all Cabinet agencies, Council of State agencies and Licensing Boards.
- Governance Model: Currently finalizing the Governance Model, with input from the Portal Advisory Committee and approval from the Executive Steering Committee.
- Established RFP Evaluation Committee: With a good blend of business and technical expertise, this committee consists of 7 Portal Advisory Committee members. This Committee is responsible for finalizing the Evaluation Criteria for the RFP and will evaluate the RFP responses.

Where we are.....

- Survey: Created a survey to gather public input about what they want from the new site. The survey will close on November 5 and the results will be reflected in the RFP. <http://www.nc.gov>
- Assessment: In process of completing an assessment of the online services that agencies currently provide through their websites. These applications are being reviewed to create an inventory of all the available services and to determine any gaps that may exist. The assessment is being conducted by ITng Services. The final assessment report will be available on November 1. These results will also be part of the RFP.

Where we are.....

- Content Manager: Hired Lois Nilsen as the Content Manager for the State website. This position falls under the Department of Administration, the business owner of the new site.
- eCommerce Program Director: In process of recruiting for this position under the Office of the State CIO.
- Information: Established an area on the State CIO website for the State Portal Program:
<http://www.scio.nc.gov/initiatives/statePortalProgram.aspx>.

The timeline

- 11/1/2010: Final Assessment Report
- 11/5/2010: Survey closes
- 11/23/2010: Post the RFP
- 12/22/2010: Vendors provide their bids
- 02/10/2011: Award the RFP